

SPINAL CORD INJURY/ IMPAIRMENT HOME CARE PROGRAM



COMMUNITY LIVING

Medicine Social Work

Dietetics Nursing

Psychology Pharmacy

An Interdisciplinary Team Approach

Edward Hines, Jr. VA Hospital

Mission Statement:

As a part of the Spinal Cord Injury Services (SCIS) continuum of care, the SCI-HC program embraces the veteran's needs, one veteran at a time. The SCI-Home Care Program provides SCI veterans with a comprehensive array of high quality home care services to maintain and/or restore their health; to minimize the effects of illness and disability; and to promote training and research. Committed to excellence in care, the SCI-HC interdisciplinary team meets the multifaceted needs of SCI veterans and families, and coordinates these services along the SCIS continuum of care.

SCI-HC is committed to key values in its provision of home care services. These values include but are not limited to:

CUSTOMER SATISFACTION

ACCESSIBILITY

EFFICIENCY

QUALITY CARE

SPINAL CORD INJURY/IMPAIRMENT
HOME CARE PROGRAM
(SCI-HC)

SCI-Home Care Is.....a specialized medical and psychosocial service administered from the hospital to provide for the rehabilitation, social, nursing, dietary and medical needs of spinal cord injured/impaired veterans living at home. The program is an integration of efforts by the SCI-Home Care team, patient, and family members.

The program seeks to bridge the gap between the hospital and community for the SCI veteran. The services are geared toward helping the veteran and family members make a smoother and more effective change and adjustment from hospital to home. It may also be used to assist SCI veterans in the community to overcome adjustment difficulties and/or to prevent the exacerbation of medical or psychosocial problems, allowing them to remain at home.

SCI-Home Care Staff are.....employees of Edward Hines Jr. VA Hospital, specially trained in specific health care areas. They possess rehabilitation skills and knowledge unique to the treatment of the spinal cord injured/impaired. The staff's principal objectives are improving the individual's quality of life and insuring continuity of care through care management services. The SCI Home Care team consists of primary care physicians, a medical & nurse program directors, social workers, registered nurses, a dietitian, psychologist and pharmacist. Services of other staff (such as rehabilitation therapists) may be available on a consultant basis, as needed.

SCI-Home Care Services Are Available To.....veterans who have spinal cord injuries/impairments, live within a 99 mile radius of Hines and are eligible for VA hospitalization. Eligible veterans are those who may be hospitalized at Hines on Spinal Cord Injury/Impairment Service (SCIS) or living in the community and followed in the SCIS Out-Patient Clinic.

As A SCI-Home Care Patient....you will be visited on a scheduled basis by a Home Care staff member. The staff member will telephone you before the visit to make sure you will be at home and to help you identify any problems or specific needs. If a scheduled visit needs to be canceled, you are to reschedule the visit per a telephone contact.

SCI-Home Care Services For Newly Injured Veterans Are Started.....by initiating a consult requesting an evaluation for the program. This consult can be made by the ward physician and/or other ward staff. The veteran is evaluated by a SCI-Home Care Nurse or Social Worker. Additionally, a home evaluation is made by one of the program's Registered Nurses if there is a need for such an evaluation. Following the home evaluation, a presentation of findings and recommendations is made to the SCI Attending physician followed by admission to the program when the veteran is discharged from the hospital or when an admission date can be set for an outpatient.

SCI-HC Care Management Services Are Provided To....all veterans with spinal cord injury or impairment who live within the program's 99 mile radius catchment area and are in need of services.

SCI-Home Care Can Help Veterans And Family Members.....

- by assisting with the adjustment from hospital to home;
- by providing instructions about spinal cord injury and related disorders;
- by teaching required care for a SCI person;
- by teaching and supervising procedures and techniques related to SCI care by dietary counseling, including advice on meal preparation, budgeting and shopping;
- through medical evaluation and consultation with other services as needed;
- through the prescription and supervision of appropriate medications and supplies;
- by helping veterans and families follow a mutually prescribed treatment plan;
- through the provision of necessary equipment;

- by providing emotional support, financial resources, referrals and information as indicated;
- by assisting with feelings that are reactions to the loss of physical functioning, such as anxiety, anger and self defeat;
- through assisting with the organization and management of time to accommodate care needs as well as leisure time activities;
- through assistance with vocational/avocational pursuits;
- by accessing hospital services required for treatment

Discharge from SCI-Home Care.....

The length of time you will be in this program will depend on your medical condition and your response to treatment. Follow-up care at the time of discharge will be arranged by the SCI-HC team and input from you and your family.

As a patient in the SCI-Home Care Program, you have the right to.....

- 1) be cared for with respect and kindness;
- 2) be told about your health problems;
- 3) be told how your health problems are usually treated;
- 4) be told what you can expect from treatment;
- 5) agree to your treatment;
- 6) refuse any part of your treatment;
- 7) be told what will happen to you if you refuse any treatment;
- 8) privacy - no one except the courts can find out about your health problems unless you give written permission;
- 9) refuse to take part in any research studies;
- 10) be discharged from the SCI Home Care Program at any time you wish;
- 11) take part in planning your care and treatment;
- 12) have your property respected;
- 13) complain if you feel your rights have been denied.

As a patient in the SCI-Home Care Program, you have the responsibility to.....

- 1) treat the SCI-Home Care Team with courtesy and respect;

- 2) ask questions about any part of your care that you do not understand;
- 3) tell the SCI-Home Care Team about any changes in your condition or in how you feel;
- 4) tell the SCI-Home Care Team about other health problems you have had in the past;
- 5) tell the SCI-Home Care Team about all medicines and remedies you are using;
- 6) follow the SCI-Home Care Team's instructions;
- 7) let the SCI-Home Care Team know if you are having problems following any instructions;
- 8) let the SCI-Home Care Team know if you decide not to follow some of the Team's instructions;
- 9) let the SCI-HC team know if it is unsafe in your home or in your neighborhood;
- 10) tell the SCI-HC team when you are admitted to another health care facility.

Patient Rights and Responsibilities – Pain Management

As a patient, you have a right to:

- 1) Be believed when you say you have pain;
- 2) Have your pain assessed on an individual basis;
- 3) Have your pain prevented or controlled adequately;
- 4) Have your pain questions answered freely;
- 5) Have information about pain and pain relief measures
- 6) Know the risks, benefits and side effects of treatment;
- 7) Ask for changes in treatments if your pain persists;
- 8) Receive compassionate and sympathetic care.

As a patient, we expect that you will:

- 1) Ask your doctor or nurse what to expect;
- 2) Discuss pain relief options with your doctor or nurse
- 3) Work with your doctor and nurse to make a pain relief plan;
- 4) Ask for pain relief when pain first begins;
- 5) Help your doctor and nurse measure your pain by reporting your pain accurately;
- 6) Tell the doctor or nurse about pain that will not go away;

- 7) Not worry about getting “hooked” on pain medication.

Copayments for Home Care Patients...

Veterans will be assessed a copayment if they are non-service connected veterans with incomes and net worth above the "Means Test" threshold. A Means Test is administered on a yearly basis.

For outpatient care and home visits, there is a copayment of \$15.00 (primary care only) This is subject to change. You may be responsible for a \$7.00 co-payment for each prescription.

Refills for Medications and Supplies:

Call to request a refill or check on the status of your prescription at (708) 202-2375. You can call 24 hours a day, 7 days a week. Please have your social security number and prescription numbers ready when calling.

Other options for prescription refills:

- Mail your prescription refill to the Pharmacy
- Register at the My Health_eVet website:
www.myhealth.va.gov and request a refill on-line.

- 1) You maybe responsible for a \$7.00 co-payment for each prescription.

How to Make a Complaint.....

If you have a complaint about the services you are receiving from the SCI-HC program, or if you feel your rights as a patient are being denied or not respected, please call the SCI Patient Representative, Jeff Canar, PhD, at 708-202-8387, ext. 27415, Monday-Friday, 7:30 a.m. to 4:00 p.m.

We want to know about problems or complaints so that we can improve our program. We want to hear from you. No patient or family member will be penalized for making a complaint or calling about a problem. There will be no interruption in the care or services you receive from SCI-HC.

If you or your caregiver feel we have not appropriately resolved your complaint, the Joint Commission may be contacted at 1 800-944-6610

Advance Directives for Health Care.....

The SCI-Home Care staff will do everything possible to help you return to health, but what if you become too sick to speak for yourself when decisions about your health care need to be made? Who will speak for you? For example, would you want to be put on a breathing machine, receive emergency cardiopulmonary resuscitation (CPR), have a feeding tube, or receive intensive life support if there is little hope for your recovery? Would you want to give the gift of life by becoming an organ or tissue donor after your death?

Discussing these decisions beforehand with your family, doctor, nurse, and/or social worker will ensure that the care you get will be the care you want. There are several ways you can express your rights about health care matters. You can tell your doctor what you want and he/she will write your decision in your medical chart. Before you become too ill to speak for yourself, you can express your wishes in the following special ways:

- A. **A Written Note:** This is a note signed and dated by you, stating your preferences about health care if you become terminally ill or severely disabled.
- B. **A Durable Power of Attorney for Health Care:** This is a document which allows you to give another person(s) the legal authority to make health care decisions for you in the event that you are too sick to do so.
- C. **A Living Will:** This is a document in which you tell doctors what you wish to have done or not have done, especially if you are terminally ill.

- D. **No CPR order (cardiopulmonary resuscitation)** A document stating that you do not want CPR to be started if you stop breathing or your heart stops beating.
- E. **An Organ Donor Card:** This card states that in the event of your death, you wish to become an organ or tissue donor.

If you want to discuss any of these ways to make your health care choices, talk to your SCI-HC doctor or nurse. Your care and comfort is still our priority, whatever choice you make. Whatever you decide to do, you may revoke or change your decision at any time by telling your doctor.

Infection Control at Home.....

- A. Dressing Changes: Wash hands both before and after dressing changes. Wear disposable gloves when changing dressings and cleaning up stool, urine or blood. Wrap all dirty dressings, diapers and chuxs in newspaper and place in a double plastic bag. Secure the bag tightly with a tie or string. Put the bag in an outdoor trash can immediately.
- B. Sharps Disposal: Dispose of needles, syringes, and lancets in a hard plastic or metal container with a tightly secured lid. Reinforce plastic lids with heavy duty tape. **Do not use glass or clear plastic containers.** Discard containers when they are 3/4 full or before needles begin to penetrate the walls of the hard plastic bottles. Bury containers deeply in an opaque trash bag prior to curbside pickup. Keep all sharp objects out of the reach of young children.
- C. Cleaning: Clean soiled clothes, linen and dishes in hot soapy water. Clean large areas soiled with stool, urine or blood with a 1:1 solution of household bleach (ex: 1/2 cup of bleach with 5 cups of water).
- D. Solutions: Date all bottles of solutions after opening (sterile water, normal saline). Keep tightly sealed when not in use. Use solutions as

directed for dressing changes or wound care for seven (7) days.
Discard unused solutions after 7 days.

E. Infections : Look for signs and symptoms of infection, such as:

- (1) Alteration in level of consciousness (LOC), confusion, lethargy.
- (2) Change in baseline temperature – higher or lower (remember the elderly get less high temps with infection);
- (3) Change in body fluid color or texture - cloudy urine, change in sputum color or consistency.

Home Safety.....

- A. Fall Prevention: Remove all loose rugs on floors; make sure all areas are well lit; place all electrical/telephone cords out of the flow of traffic; keep all exits and hallways clear, make sure all handrails/grab bars are securely fastened; make sure that the bathtub has a nonskid mat or abrasive strips.
- B. Fire Safety: Do not smoke in bed; have a working smoke detector on each floor of your home; make sure that there are no curtains or towels that might catch fire near your stove; know at least two ways of getting out of your home in case of a fire.
- C. Report all accidents and injuries to the SCI-Home Care office (708-202-2056).

Medication Safety.....

- A. Store all your medications in the original container or bottle. Store medications in a cool place, dry, away from sunlight. Do not store medications where it is warm or humid (i.e., bathroom cabinets).
- B. Always follow the directions for your medications and notify your SCI-Home Care nurse if you are having difficulty in following medication directions.

- C. Take your medication at the same time each day.
- D. Do not take any over-the-counter or store-bought medication unless OK'd by your doctor or nurse (i.e., herbal remedies, cold medications).
- E. Never give your medications to anyone else and never take another person's medication.
- F. Keep all medications, especially narcotics, out of the reach of children or confused adults.
- G. Never stop taking your medications without first calling your doctor or nurse.
- H. Please contact your nurse or doctor if you are experiencing side effects from your medication, for example, skin rashes, stomach upset, loose stools, constipation, breathing problems, confusion, dizziness or any other unusual physical symptom.
- I. If you forget to take a dose of your medication, and it is time for your next scheduled dose, DO NOT take a double dose of medication. If you remember within two hours of the next dose, wait until the next scheduled dose. If you remember several hours before your next scheduled dose go ahead and take the medication.
- J. DO NOT save old medications that are no longer prescribed by your physician or have expired. It is especially important to dispose of any narcotic medication that is no longer prescribe (i.e., morphine, MS contin, roxanol, codeine, oxycodone). Flush all liquid medication and pills down the toilet. Topical medications in the form of patches (i.e., fentanyl patches (narcotic) or nitroglycerin patches) can be cut into small pieces and flushed down the toilet. If you have any questions about disposing of medication, please ask your nurse.

SCI-Home Care Emergency Preparedness Information Is Needed.....

Anyone can be involved in a disaster such as a tornado, flood, snowstorm, or earthquake. The following are suggestions on what to do in case of a disaster:

- A. Follow the instructions of your local government, Red Cross, etc. If you do not have electrical power to turn on your TV or radio, listen to a portable radio. Keep extra batteries on hand.
- B. If you need special assistance, contact your local police or fire department or the Red Cross. Other community services are also available and include local hospitals/emergency departments, community home care agencies, senior centers, village or township offices
- C. Portable/cellular phones and HAM radios are alternate forms of communication. Ask friends or neighbors to help you.
- D. If you need to evacuate your home, remember to take along your medications, special equipment, supplies, important telephone numbers and any written instructions. Let the evacuation center know about your health problems.
- E. The SCI-Home Care staff will attempt to contact you as soon as possible to see how you are doing and help you in any way that we can. You can also try to call the SCI-Home Care office at 708-202-2056.
- F. The local electrical power company has emergency service plans for customers who need special equipment or have physical or mental problems. If you are accepted on their emergency service plan, you will be placed on a special list to have your service turned on as soon as possible in case of a problem. To get on this list, you need to send them a letter from your doctor stating what your special needs and

situation are, along with your request which includes your account number and phone number. Send to: Commonwealth Edison
Attn: System Credit Department
555 Waters Edge
Lombard, IL 60148
1-800-334-7661

- G. The local telephone company may have a free service to handle a power outage or interruption in service. To order this service, call your local telephone company. A cell phone call may be utilized in the event of an emergency.

For Medical Emergencies.....

If you are experiencing a medical emergency, use your city/community emergency phone number to summon help. Upon arrival to your home, emergency personnel will make the decision as to where to take you for treatment and possible hospitalization. A family member and/or a caregiver should inform the physician at the hospital that you are a veteran and under the care of a physician at Hines VA Hospital. Your family member and/or caregiver should contact the SCI-Home Care Program at 708-202-2056 weekdays, 7:30 AM - 4:00 PM, to report your admission and/or your desire to transfer to Hines. Calls at night or on the weekends need to be directed to the Hines Telephone Triage at 708-202-8500. Your SCI primary physician will contact the physician at the hospital where you are admitted for the status of your condition. When your medical condition becomes stable, you can be transferred to Hines for continuation of your medical treatment based on your desire for a transfer and the physician's decision to accept you for admission.

For Preparation in Case of Fire.....

In The City Of Chicago - The Chicago Fire Department has a handicapped registration service. Their purpose is to alert the neighborhood fire station of the presence and location of a wheelchair bound person in the fire station's community. The wheelchair bound are to call 312-744-6673 and

request an application form. The veteran/caregiver will complete the form and mail it back to the Chicago Fire Department Control Center. The Control Center will send the information to the appropriate neighborhood fire station. The information will be maintained there for alert services in the event of a fire.

In The Suburban Areas...Handicapped/wheelchair bound individuals are to contact their local fire stations for information on their procedures.

For Other Emergencies/Disasters.....

The SCI-Home Care Program will have a contingency plan in the event of an emergency or disaster that would result in the interruption of your patient services. This plan is as follows: the Home Care Program Director will contact all Program staff to insure the continuation of your patient care services. If the disaster is of such magnitude that no means of communication exists, all SCI-Home Care personnel would be expected to report to work as soon as is realistically possible. In addition, public service announcements regarding the need for SCI-Home Care personnel to report to the hospital would be made to local television and radio stations.

In the event of an emergency or a disaster, you will be prioritized for care based on the SCI-Home Care Program's identified Categories of Care utilized for each patient. For example, if the SCI-Home Care staff are providing treatment to you 2-3 times per week, you will be given top priority. If the SCI-Home Care staff are providing periodic monitoring at least once every three months, you will be given a low priority. You are advised to use emergency systems in your specific local community if you require immediate treatment or hospitalization. Please contact the appropriate telephone number on the following list:

County Emergency Numbers:

Illinois Counties:

Cook	708-865-4766
	847-635-1188

In unincorporated areas, contact the Sheriff's office for 24 hour coverage

DuPage	630-682-7207
Will	815-727-8575
	847-294-4400
Lake	847-680-7735
Kane	630-232-6840
Kankakee	815-937-8250
McHenry	815 338-6400

Indiana Counties:

Lake	219 696-6242
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SCI – HOME CARE PROGRAM

TEAM MEMBERS

Chief, SCIS: Michael S.A. Richardson, MD

Nurse Program Director: Jiret M. Saez, RN

Nursing Team: Jackie Burgest, RN
Larry Burks, RN
Mark Foley, RN
Rachelle Timog, RN

Social Work Service: Lucia Barrera, LCSW

Dietician: D’arcy Rea, RD

Pharmacist: Liancy Gomez, Pharm D
Annette Kossifologos, Pharm D
Tripti Kurup, Pharm D
Jennifer Selvage, Pharm D

Psychologist
and patient liaison: Jeff Canar, PhD

Attending Physicians: Babu Eladasari, MD
Zeba Iqbal, MD
Muhammed Khan, MD
Shamsi Lashgari, MD
Robbie Logan, MD
Ramadevi Parachuri, MD
Mohammed Siddiqui, MD

Program Support Clerk: Alicia Bond

GENERAL INFORMATION ABOUT SCI-HOME CARE

LOCATION: BLDG #128, RM. #A-127

TELEPHONE: 708 202-2056

HOURS: 7:30 A.M. - 4:00 P.M. MONDAY - FRIDAY

IF NO ANSWER, LEAVE A MESSAGE AT 708 202-2056

EMERGENCY CALLS AT NIGHT OR WEEKENDS SHOULD BE DIRECTED TO THE HINES EMERGENCY DEPARTMENT - 708 202-2187 OR YOUR LOCAL EMERGENCY RESPONSE SYSTEM (911).